



Standards Council of Canada
Conseil canadien des normes

Quality Policy

"Committed to excellence and to Canada's goal of enhancing competitiveness and social well being, we will provide leadership in national and international standardization, through effective relationships, strategic action and quality of service." (Statement of Intent)

Since its inception, the Standards Council of Canada (SCC) has strived to provide value and service to Canadians and Canadian Industry. In response to the growing evidence of the benefits of a quality approach in all aspects of business, public and private, the SCC has developed and implemented a Quality Management System (QMS). This system is designed to provide the tools for ongoing organizational support, to the *SCC Mandate and Statement of Intent*, as a means to foster effectiveness, efficiency and continuous improvement.

SCC takes its direction for its QMS from ISO 9001:2000 which overall commits its senior management to manage the organization in a systematic and visible manner and thus provide for value and stability. ISO 9001:2000 provides for the intergration of eight key principles of quality management. As Executive Director I declare my support and priority for the SCC Quality Management System based on the goals and objectives illustrated in these eight management principles.

Peter Clark
Executive Director

Quality System Principles (The Primary QMS Goals & Objectives)

Client focus

The SCC has a diverse range of clients ranging from the Canadian public and industry representatives to small private businesses. It is a Quality Management System goal to assist in understanding and hence the designing and delivering of services that meet the current and future needs, requirements, and expectations, of our clients and stakeholders.

Leadership

Key to the SCC Quality Management System is the support of its senior management which is responsible for providing the internal environment that allows its human resources (staff and volunteers) to fulfill the organization's objectives. The Quality Management System is intended to harmonize with organizational goals and facilitate the unity of purpose and direction provided by senior management.

Involvement of people

All SCC staff and committee members are invited and encouraged to contribute to the SCC QMS. The SCC recognizes the value of its people (staff and volunteers) since a truly effective system cannot be realized without the input of those involved in all SCC activities.

Process approach

While SCC activities and programs are varied and represent a wide range of services the QMS functions to provide the means to systematize and document programs and services to ensure they meet established criteria and are consistently delivered. While it is not possible to document all SCC those that will benefit most from this process are the focus of the QMS.

System approach to management

In addition to distinctive programs and services, the SCC has many interrelated support activities and processes, both internally and externally focused, which need to be managed in order to realize effectiveness and efficiency. The SCC QMS provides the means to design, document and manage those interrelationships.

Continual improvement

Utilizing the cycle of internal audits and management review as well as input from customers, SCC staff and volunteers, the continual improvement of programs and services provided by the SCC is an on-going objective of the QMS. Furthermore, it is the key to the value that the QMS provides the organization and its clients.

Factual approach to decision making

The SCC QMS provides for the collection and analysis of information and data that is needed to make effective management decisions. Such data is collected as a result of client feedback and surveys, complaints, internal audits and other research initiatives.

Mutually beneficial supplier relationships

The SCC as a provider of intellectual and information-based services, has a significant interdependence with the suppliers of that knowledge, its volunteers and committee members. The SCC has a responsibility to manage those relationships as they are key to the value SCC creates. The QMS will assist in ensuring that these relationships are mutually beneficial.